



Town of Stow  
**COUNCIL ON AGING**

**380 Great Road  
Stow, Massachusetts 01775  
(978) 897-1880  
FAX (978) 897-0486**

**Summary of the  
Stow COA Transportation Services**

For your convenience, a summary of our transportation service policy is provided herein. The complete policy is available on our website or by contacting the COA.

- Reservations must be made at least one day in advance.
- To make a reservation, call the COA at 978-897-1880 between 8 am and noon Monday through Friday. Remember -- when scheduling a ride for Monday, you must call by noon on Friday to make your reservation.
- Transportation services are available Monday through Friday, except for holidays. For a list of holidays please visit our website at <http://www.stow-ma.gov>.
- Van pick-ups start at 8:30 AM, with the last pick-up to return home no later than 3 PM.
- **Please be ready 15 minutes before your scheduled pick-up time** as we may need to accommodate more than one passenger.
- Passengers must be punctual at pick-up time. The COA reserves the right to leave after waiting five minutes.
- Transportation services must be within our service area (Acton, Bolton, Boxboro, Concord, Harvard, Hudson, Lancaster, Maynard, Marlboro and Sudbury) and originate in Stow.
- Our transportation service is pick-up and drop off only.
- Our drivers must follow their assigned schedule and are not allowed to make last-minute changes to accommodate passenger requests.
- Emergency information must be on file at the COA for passengers riding on the van. Further, passenger's must have on their persons the pocket size "File of Life".
- Please have the exact street address as well as the destination name and phone number when you call to make a reservation.
- Cancellations should be made as early as possible by calling the COA.
- Cost per trip (either cash or check made payable to the Town of Stow) is as follows:
  - Meal Site, Food Pantry, COA office: Free
  - Trips within Stow: \$2 one-way or round trip
  - Out-of-town rides (see service area list): \$3 one-way or round trip
- Volunteers may be available for medical appointments outside our service area or time. Contact the COA to make arrangements. Please note that we need several days to secure a volunteer so please provide as much advance notice as possible.